



Council on Technology Services

Minutes

November 9, 2005

Virginia Commonwealth University Student Commons
Richmond, Virginia

Members Present

Lemuel C. Stewart, Jr., Chairman (VITA)
Jerome P. Allgeier (VDACS)
Jeanne H. Branch (DPOR)
David W. Burhop (DMV)
Bethann H. Canada (DOE)
Jan B. Fatouros (DGS)
The Honorable Eugene J. Huang (SoTech)

Francis X. Moore, III, Ph.D. (Longwood)
Shirley C. Payne (UVA)
Darlene H. Quackenbush (JMU)
Robert L. Smith (SCV)
Mark D. Willis (VCU)
William E. Wilson (DLAS)

Members Absent

L. Farley Beaton (TAX)
James E. Burns, M.D., M.B.A. (VDH)
M. Elaine Carver (Roanoke)

Dania Karloff (Chesapeake)
Virgil E. Kopf, Ph.D., PMP (DGIF)
David J. Molchany (Fairfax)

Others Present

Jenny Hunter (VITA)
Loyd Lane (VITA)

Lynn Dubard (Virginia.gov)

Call to Order

Chairman Lemuel C. Stewart, Jr., Chief Information Officer (CIO) of the Commonwealth, called the meeting of the Council on Technology Services (COTS) to order at 2:10 p.m. He thanked Mark Willis and Virginia Commonwealth University (VCU) for hosting the meeting. He welcomed new COTS member Bob Smith of the Supreme Court of Virginia. Bob replaces Karl Hade, who was promoted to Executive Secretary for the Supreme Court.

Mr. Stewart announced the resignation of COTS Member Tim Bass, who left Virginia Retirement System (VRS) to take on the Enterprise Applications Public-Private Educational Facilities and Infrastructure Act (PPEA) program manager role in the Governor's office. He also announced the resignation of Vickie Gephart, who resigned from Virginia State Police and accepted a position with the Department of General Services (DGS). He thanked both for their service to the COTS. New members will be appointed prior to the next Council meeting.

Approval of the Minutes

Mr. Stewart introduced the draft meeting minutes from August 25, 2005. Dave Burhop moved to accept the minutes as written. The motion was seconded by Bill Wilson and approved unanimously by the Council. The meeting minutes will be posted to the COTS Web site and the Commonwealth Calendar.

Infrastructure PPEA Update

Mr. Stewart provided an update on Transformation and the Infrastructure PPEA process. Highlights of his presentation are:

- The goals of the partnership are to modernize and standardize the Commonwealth's disparate infrastructure without additional general funds, provide agencies consistent services at predictable costs, improve services and security, and enhance economic development in the Commonwealth.
- The potential partner must demonstrate commitment to employees, customers, and the Commonwealth; must have skin in the game; must provide value at no additional cost; and must not provide services from outside the U.S.
- The average capital investment by potential partners IBM and Northrop Grumman over the first three years is about \$294.7 million.
- Continuing to operate as-is is not an option: it will cost the Commonwealth an additional \$200 million over ten years to do nothing.
- On October 25, the IT Investment Board recommended Northrop Grumman to be the Commonwealth's IT infrastructure partner. The Governor is reviewing the potential agreement. If approved, the CIO will sign an interim comprehensive agreement.
- If the interim comprehensive agreement is signed, the interim phase would allow for General Assembly approval of the capital lease component and for the partners to begin planning the transition. The earliest date for the final agreement is next spring.

Mr. Stewart thanked Dave Burhop and the COTS members who participated in the Infrastructure PPEA review process. Their input and participation was useful.

Enterprise Applications PPEA Update

Program Manager Tim Bass provided an update on the Enterprise Applications (EA) PPEA. Highlights of the EA PPEA initiative are:

- The EA PPEA is focused on re-engineering and re-solutioning various business processes in the state. Ultimately, core processes used by many agencies are within the scope of the EA project. Secretary of Administration Sandy Bowen and Secretary of Finance John Bennett are the project sponsors.
- The EA project team developed a lengthy questionnaire and conducted stakeholder interviews, including several COTS members. The results showed a great deal of support for addressing business processes; many are fractured and are in need of repair, along with the systems that support those processes.
- The Commonwealth spends about \$308 million on EA in support of finance, HR, and other administrative systems. These systems are characterized by fragmentation, duplicate data collection, reliance on manual input, and limited integration and interoperability with other agency and Commonwealth systems.
- IBM and CGI-AMS developed and submitted detailed proposals. The EA Steering Committee and EA Finance Committee reviewed the proposals and determined there was a business case for proceeding forward. The Committee recommended proceeding into negotiations with CGI-AMS.

- The proposal followed two tracks: re-engineering/re-solutioning of processes and revenue enhancement/cost recovery. The proposal calls for three phases, including 1) planning with a limited pilot; 2) limited production; and 3) rollout to the full Commonwealth.
- If negotiations are successful, the partnership would require an appropriation, which is conditioned on General Assembly approval. The partnership would also require serious commitment. The vendor investment is significant, about \$300 million.
- The potential agreement would be seven years in length with optional renewals, and will be built in recognition of the Commonwealth's biennial budget cycle.

In response to a question from Bethann Canada, Mr. Bass said that the end result of a partnership would be streamlined business processes, integration across the Commonwealth, less redundant data collection, and new systems. Jobs could change, but it is too early to predict who and how much.

Mr. Stewart described how much paperwork employees had to fill out to transition from their customer agency to VITA during the integration period, as an example of a cumbersome business process. Jan Fatouros described the vision as providing all state decision-makers with a single, common set of information with a single, common set of performance measurements.

Technology Services at VCU

VCU Assistant Vice President for Administrative Information Technology and COTS Member Mark Willis gave an overview of the challenges and opportunities VCU faces. Highlights of his presentation include:

- VCU has 29,349 students, representing 37 percent growth in size in 10 years. VCU offers 56 undergraduate, 81 graduate, 3 professional and 31 certificate programs. It is a \$1.5 billion operation, including the VCU Health system, and has two campuses in Richmond, one in Qatar, programs in northern and southwest Virginia, and research centers in Hanover and Charles City Counties.
- The Richmond main campus includes 130 acres and 166 buildings, a third of which are historically significant. The residence halls house about 4,700 students and parking is a significant challenge (9,774 spaces).
- VCU leadership is drafting a 15-year strategic plan called "VCU 2020" which includes five major themes. The plan will go to the VCU Board in the spring.
- VCU has a number of construction and renovation projects underway simultaneously, requiring technical support. As an urban campus, VCU must work closely with city officials and departments to coordinate traffic flow and infrastructure work below city streets.
- His division supports a robust network with a 1 GB backbone, 22,000 network ports, 17,000 voice lines, cable TV network, 322 MB connection to the Internet, and a 10 GB connection to National LambdaRail (a high-bandwidth connection for research purposes). They also support a research computing cluster and a number of core applications, including course management systems, legacy administrative systems, Lotus Domino, and a Web self service front end.
- The challenges of technology support at VCU are increasing demands for 24 x 7 x 365 environment, urban location for infrastructure components, open academic

culture, the decentralized and entrepreneurial culture, and staying ahead of students and faculty.

- Major technology initiatives underway include reengineering the 1980s network to improve reliability and security; consolidating e-mail; centralizing server and database services; implementing the SCT Banner ERP; modernizing telephony with VoIP or a hybrid approach; redesigning help desk and customer care, including outsourcing for off-hours; standardizing and updating classroom technology; and ensuring a high performance computing center for research and connection to the National LambdaRail network.

Accessibility Guidance for Web Sites

Eric Perkins from VITA's Policy, Practice and Architecture Division provided an overview of guidance for agency Web sites to improve accessibility and customer convenience.

Highlights of his presentation are:

- In 1999, Congress amended the Americans with Disabilities Act to consider technology advances and accessibility. Accessible technologies serve all users regardless of their ability.
- VITA has developed an accessibility standard that applies to the Executive branch, including higher education, to ensure compliance with section 508 of the ADA and compliance with existing best practices and industry standards.
- Each agency must develop and submit a plan within six months of the effective date of the Standard to implement the Accessibility Standard. Any new technology projects or procurements begun 60 days after the effective date must be in compliance with the standard. Each agency must bring existing technology into compliance, as outlined in the agency plan.
- VITA has also developed a Web site policy, standard, and guideline to encourage greater efficiencies in the use of technology through use of a "universal design" approach to Commonwealth services.
- The Web Standard provides a common look and feel to all publicly accessible state agency Web sites. Each agency is required to link its Web site to the state portal, Virginia.gov. Each agency must develop a plan within the first three months to implement this standard for existing sites within one year.
- The guideline provides best practices to reduce costs and improve services related to the functions of Web sites.
- New Web sites developed within 90 days of the effective date must be in compliance with the policy and standard.
- Museums, institutions of higher education, and The Library of Virginia are exempt from the Web standard.
- VITA is collaborating with the Department of Rehabilitative Services (DRS) to provide seminars and assistance for implementing accessibility. Agencies will have access to software verification and repair tools, consultation services, and FAQs.

COTS Workgroup Reports

Business Reengineering Workgroup

Mr. Stewart reported that Farley Beaton's executive assistant passed away suddenly early in the week and he is attending her funeral. Dave Burhop provided the update. He reported the Workgroup is developing a survey for citizens, limited to Internet users. The survey is brief and will identify areas in connection with the *Enterprise Business Architecture*. The survey will be linked from agency Web sites. It will be piloted first by Workgroup members and then expanded. The Workgroup is finalizing the survey and approach for final approval by Lem Stewart.

The Workgroup is also developing a list of technology services in known areas, and is using the *Enterprise Business Architecture* as a source. The Workgroup is seeking new members, and Mr. Burhop encouraged COTS members to join.

COVITS Workgroup

COVITS Workgroup Chairman Mark Willis reported the Commonwealth of Virginia Information Technology Symposium (COVITS) 2005 was held September 18-20 at the Greater Richmond Convention Center. He thanked the COTS members who participated in the breakout panels and who served as judges for the 2005 Governor's Technology Awards, which were reinstituted. More than 1,000 people attended the conference.

For COVITS 2006, the incoming administration will determine the focus of the program and content, and choose the location and dates. Lem Stewart thanked Mr. Willis for his leadership and thanked the COTS members for their participation and support of the event.

Strategic Planning Workgroup

Strategic Planning Workgroup Chair Jan Fatouros reported that the Workgroup will be reactivated later in the month to provide input into the statewide strategic planning process. There is a workshop planned for November 18.

New Business & Public Comment

Mr. Stewart recognized Secretary of Technology Eugene Huang and thanked him for bringing technology to the forefront in Virginia. Secretary Huang said it was a privilege and an honor to work with the COTS members and thanked them for their good work.

Mr. Stewart asked if any Council members had new business to bring to the Council. There was no new business. Mr. Stewart asked for public comment. There was none.

Adjournment

There being no further business, Mr. Stewart adjourned the meeting at 3:50 p.m.